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BAND OF HEROES



A CUT ABOVE THE REST

On how the Vice Chancellor is mobilising the university with ICT

FROM NEWSPAPER TO WALL POSTING

A journalist's shift from the news-room into the realm of social media

SOL

Network Superhero



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CENTRE FOR ICT SERVICES

Universiti Malaysia Sarawak
94300 Kota Samarahan
Sarawak, Malaysia

Tel +60 (82) 581000

Fax +60 (82) 665147

Ext 3903 / 3953

Web <http://www.cicts.unimas.my>



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DARI MEJA PENGARAH

Assalamualaikum warahmatullahi wabarakatuh

Salam Sejahtera dan Salam UNIMASku Sayang.

Alhamdulillah, kita masih diberi kelapangan untuk menerbitkan Tag-it (majalah ICT Dwi-Bahasa) edisi keempat. Sesungguhnya, untuk meneruskan usaha ini bukan suatu kerja yang mudah kerana ianya memerlukan komitmen dan semangat kesukarelaan yang tinggi. Namun, saya amat bersyukur kerana dikelilingi oleh staf yang begitu komited dan ikhlas dalam melaksanakan apa jua tugas yang telah diamanahkan.

Pembangunan pesat dan kejayaan ICT UNIMAS seperti yang sedang kita nikmati sekarang, adalah merupakan manifestasi kerjasama erat pelbagai pihak, baik staf ICT mahupun staf-staf lain di PTj. Merekalah merupakan "**Band Of Heroes**" UNIMAS.

Antara kejayaan yang membanggakan kita pada tahun 2013 adalah peningkatan kedudukan webometrics serta pengiktirafan 5 bintang untuk Portal Rasmi UNIMAS sehingga berada di tempat ke-3 terbaik dikalangan IPTA. Ini adalah merupakan hasil usaha gigih pelbagai pihak secara berterusan.

Tugas-tugas ini biasanya dilakukan di sudut ruang *cubicles*, pejabat atau di Pusat Data yang dingin dan tersorok; manakala sebahagiannya terpaksa keluar berpeluh untuk memastikan operasi ICT berjalan dengan lancar.

Oleh itu dengan adanya perkongsian serba sedikit latar belakang "**Band Of Heroes**" UNIMAS, kita dapat mengenali mereka dengan lebih dekat, bak kata pepatah Melayu, "*tak kenal maka tak cinta*".

Akhir kata, saya mendoakan semoga kita semua diberi kesihatan dan kekuatan semangat untuk terus berjuang demi merialisasikan aspirasi UNIMAS. Bersama kita menghayati dan melaksanakan Amanat Naib Canselor 2014 dengan tema '*Menggalas Amanah Memacu Kegemilangan*'.

Wassalam.

Harun Maksom

FROM THE EDITOR

In the Forbes Richest People for 2013, an elite group of software developers have made it into the billionaires club. We may be familiar with their creations, using them on a daily basis to fuel our social media and entertainment needs but we may not be too familiar with their creators.

Facebook founders - Mark Zuckerberg, Dustin Moskovitz and Eduardo Saverin have a combine wealth of USD19.1 billion, while Google founders Sergey Brin and Larry Page have a combine wealth of USD45.8 billion. Twitter's creator, Jack Dorsey has a net worth of USD1.1 billion while the one time president of Facebook and creator of Napster, Sean Parker, has a net-worth of USD2 billion.

Not bad, when you consider that their creations were created and launched from dorm-rooms while they were still studying.

These are the tech-heroes who revolutionised an industry and set the bench-mark on how much an application, whether for personal computers or mobile devices, are worth in dollars and cents.

How different would our lives be without these heroes?

In this issue of Tag-it, we provide a glimpse into our "**Band of Heroes**". The people behind some of the ICT advances in UNIMAS. We pay tribute to the tireless un-sung heroes working behind the scenes and providing essential services that help drive the inner gears of a university.

Maclean Patrick

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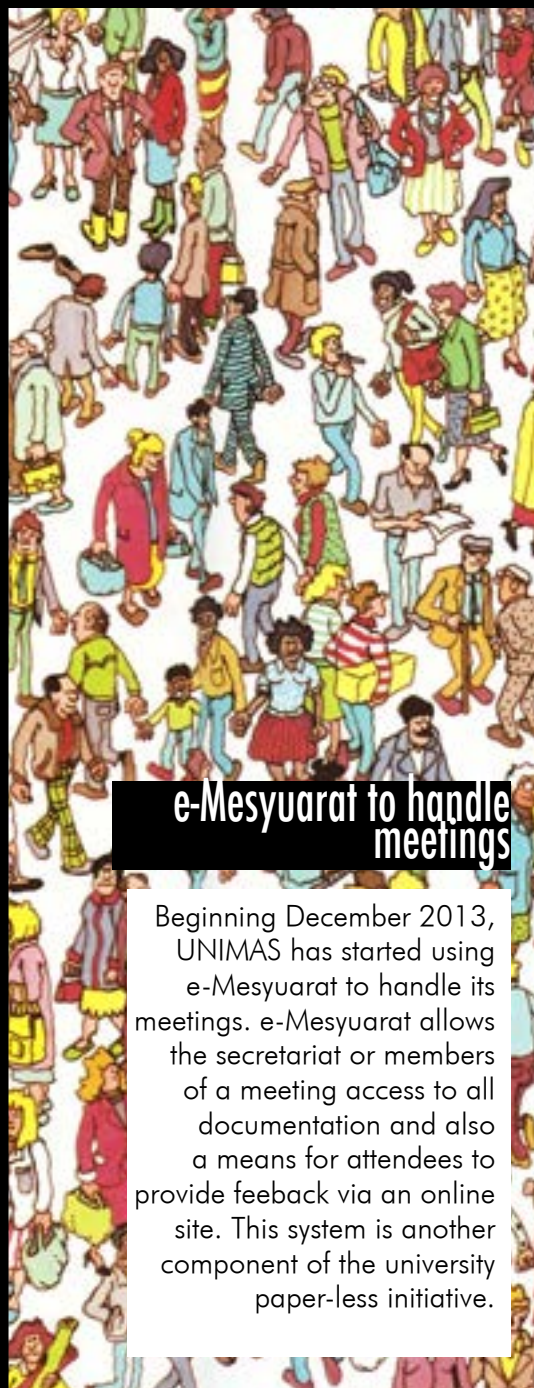
A Wake Up Call

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ON

the

MILE



e-Mesyyarat to handle meetings

Beginning December 2013, UNIMAS has started using e-Mesyyarat to handle its meetings. e-Mesyyarat allows the secretariat or members of a meeting access to all documentation and also a means for attendees to provide feedback via an online site. This system is another component of the university paper-less initiative.

Webometrics – improved ranking standings.

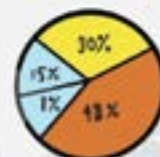
On the Webometrics Ranking Web of Universities, UNIMAS is ranked 16th for the Malaysian table. This is an improvement from number 20 for 2013 assessment year. On the world stage, UNIMAS posted a lower rank of 2425 for January 2014 compared to 2329 for January 2013. The Webometrics assessment is down twice a year and involves a total of more than 20,000 educational institutions across the globe.



UNIMAS Microsite Webometric Assessment

In an effort to increase the quality and visibility of the university's various microsities, the Webometrics Award was introduced in 2013. It follows a similar assessment format as the one employed by the Webometrics Ranking Web of Universities. The assessment period for 2014 is in February and May and is divided into two categories, Academic and Non-Academic, in order to allow participation by all microsities in UNIMAS.

The results are available at <http://wiki.unimas.my>



MDEC 5 Star rating

The UNIMAS website obtained a rating of 5 stars from MDEC that heads the Malaysia Government Portals and Websites Assessment (MGPWA) 2013. This is an improvement from the previous score of 4 stars for 2012 assessment year. The MDEC 5 star rating places UNIMAS at 3rd spot in the MGPWA ranking for 2013, a huge improvement from number 11 in the previous year assessment. Further details is available on the MAMPU website.



Live-streaming of 10th KIK Convention 2014

The 10th KIK Convention 2014 was successfully organised by UNIMAS on the 9th & 10th April 2014. Live-streaming of the group presentation was a hit among the 36 groups involved. Team **EVO REHAB** from **Universiti Sains Malaysia** won the overall champion trophy as well as winning the First prize for the Technical Category while **ONE TOUCH** from **Universiti Kebangsaan Malaysia** won top prize for the Management Category. The live-stream video can be accessed from the KIK Convention link from the UNIMAS website.



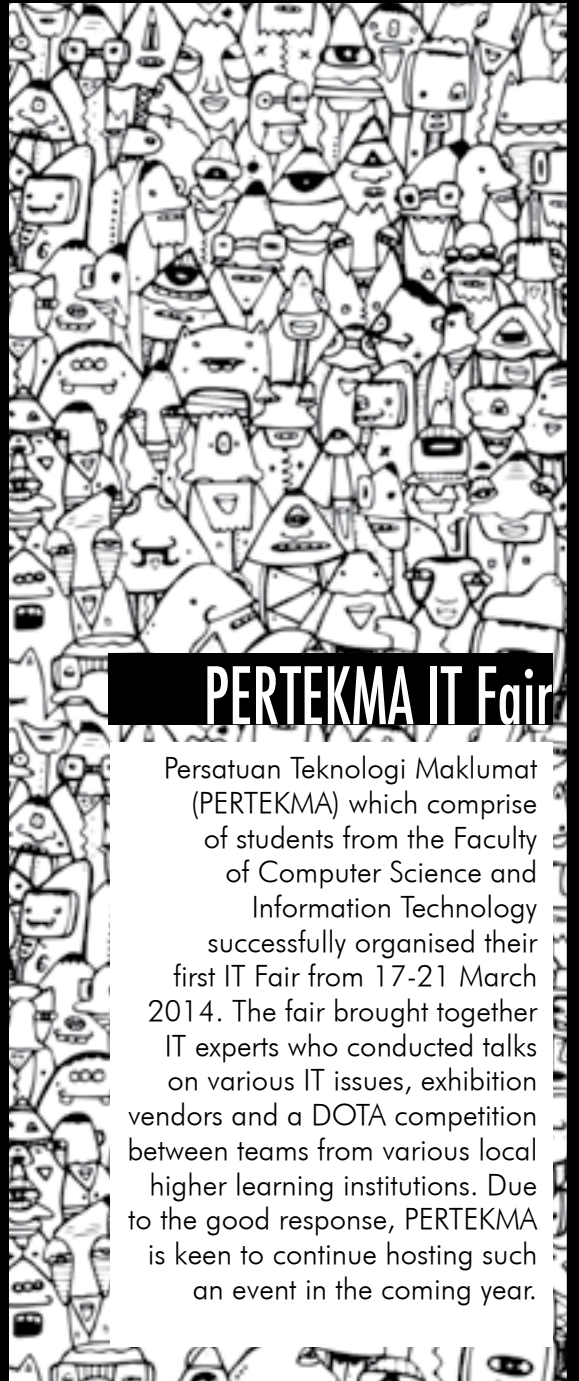
Online Event Broadcast mobile app

The UNIMAS On The Go, a mobile app for broadcasting information such as events, tender announcements, job vacancies and many more, is now available on the Google Play Store. Users are invited to download and try it out. Feedback is highly appreciated and can be posted on the Play Store itself or on the app's Facebook page.



PERTEKMA IT Fair

Persatuan Teknologi Maklumat (PERTEKMA) which comprise of students from the Faculty of Computer Science and Information Technology successfully organised their first IT Fair from 17-21 March 2014. The fair brought together IT experts who conducted talks on various IT issues, exhibition vendors and a DOTA competition between teams from various local higher learning institutions. Due to the good response, PERTEKMA is keen to continue hosting such an event in the coming year.





Professor Dato' Dr Mohamad Kadim Haji Suaidi
Vice Chancellor, Universiti Malaysia Sarawak

CUT ABOVE THE REST

Editorial

“

The University will also mobilise its desire to fully function using online management systems to support efficient cost-saving efforts which would assist decision making and decision execution. ”



Professor Dato' Dr Mohamad Kadim Haji Suaidi (left) & Harun Maksom (right), Director of the Centre for ICT Services

How much work can a single man accomplish after 365 days on the job?

If you ask the team working with Professor Dato' Dr Mohamad Kadim Haji Suaidi, they will tell you in simple terms – a lot.

After completing a management restructuring exercise, Professor Dato' Dr Mohamad Kadim took time to visit every department within the first two months of 2014, engaging the staff, listening and providing feedback on his efforts. His laid-back demeanour masks a leader bent on a mission to catapult UNIMAS to greater heights. And ICT is a clear vehicle of choice to achieve these lofty goals.

A self-confess gadget man and a keen user of social media; he has been instrumental in encouraging the use of Facebook, Twitter, Instagram and YouTube as channels to enhance the visibility of the university's brand-name, to treat postings as a historical record of a university event and as a means of keeping in touch with the university's local and global audience.

Professor Dato' Dr Mohamad Kadim further emphasised the role of ICT under his management in his 2014 Annual Address, *"The University will also mobilise its desire to fully function using online management systems to support efficient cost-saving efforts which would assist decision making and decision execution."*

To encourage the use of ICT, UNIMAS would have to experiment and have a willingness to change existing mind-sets. A tough order yet the Vice Chancellor is clearly up to the task. He further added in his 2014 Annual Address, *"This paperless office strategy will help us accelerate our desire to achieve our goal for lean management and optimum output from all our staff members, thus strengthening the operational network between the various departments in UNIMAS."*

For 2014, UNIMAS will also embark on providing several courses under its **Massive Open Online Courses (MOOC)** initiative with the belief that MOOC should be an integration of online, hybrid and collaborative learning. This is not unfamiliar territory for UNIMAS, which has had an online learning platform in place since early 2000. The transition to MOOC would be smoother as UNIMAS can leverage on its online learning experience and also social media reach.

With Such core ideals, UNIMAS would indefinitely be in the best position to be the best comprehensive university in the country. A university totally focused on using ICT for providing the best in teaching-learning services and community contact activities.

SOL

Oleh Latifah Loh Abdullah & Khairilzamrie b Rosle

NAMA: WAN ZUFLI B WAN ABD RAHMAN

NAMA PANGGILAN: SOL

JAWATAN: JURUTEKNIK

TEMPOH BERKHIDMAT: 6 TAHUN

TINGGI: 164CM

BERAT: 64KG

MATA: COKLAT

RAMBUT: KERINTING

WARNA KULIT: COKLAT

BIDANG PENGAJIAN: KEJURUTERAAN ELEKTRIK DAN ELEKTRONIK

MAKANAN KEGEMARAN: AYAM PANGGANG, ICE LEMON TEA

WARNA KEGEMARAN: BIRU

Selepas tamat pengajian, Sol bekerja di sebuah syarikat swasta di mana beliau ditugaskan untuk pemasangan talian telefon dan kerja-kerja *trunking*. Selepas bertugas selama sebulan, beliau ditawarkan bekerja di sebuah syarikat elektronik swasta dan ditugaskan untuk menggilap cakera keras, kerja yang dilakukannya dari 7 pagi hingga 7 malam. Melihat kepada kerjaya yang kurang mencabar dan membantutkan perkembangan minda, Sol mengasah lagi kemahirannya di Pusat Pembangunan Kemahiran Sarawak dalam bidang Sistem Komputer Tahap 1.

Berbekalkan ilmu dan kemahiran diperolehi, Sol mulai terjun masuk ke dunia ICT dan ditawarkan jawatan sebagai Juruteknik, J17 di Unit Rangkaian, UNIMAS. Bagaikan superhero yang lain, pada peringkat awalnya Sol terpaksa menghadapi pelbagai halangan dan cabaran dan berusaha keras untuk belajar tentang sistem infrastruktur rangkaian kerana ia merupakan suatu yang baharu. Atas kecekalan dan usaha yang jitu, beliau lahir sebagai seorang pakar dalam bidangnya, rujukan bagi rakan-rakannya dan ringkasnya seorang network superhero.



MISI 1

Pemasangan network backhaul di Unit Sukan, Kampus Timur

SANGAT PENAT
TAPI BEBALOI!

Sidekick : Abu Panglima Moyan, Is the Great & Boss da boz

Kami bergerak ke Unit Sukan, Kampus Timur berbekalkan pelbagai kelengkapan untuk menyediakan khidmat rangkaian di sana. Tugas ini amat mencabar kerana perkakasan backhaul perlu dipasang di lokasi yang amat tinggi dan kami tidak pula mempunyai sebarang peralatan keselamatan untuk memanjat.

Aku memanjat tangga bomba setapak demi setapak dengan waspada kerana jika silap langkah aku boleh terjatuh dan menerima padahnya. Setiap kali aku bergerak, tangga juga bergoyang, bunyi kerit kedengaran dan jantungku berdegup kencang. Dengan berhati-hati, aku segera melakukan tugasku kerana aku seram melihat ketinggian. Alhamdulillah, tepat jam 3 petang, kerja kami selesai.

MISI 2

Pemasangan kabel rangkaian dari Bilik Belian ke SUKSI, Kampus Timur

Sidekick: Abu Panglima Moyan, Is the Great, Amir Practical Boy & Boss da boz

Seawal 8.30 pagi kami bergerak ke Kampus Timur. Misi ini sangat mencabar kerana kami perlu mencangkul laluan jalan raya dengan kedalaman sekurang-kurangnya 12 inci dan melakukan penyambungan kabel outdoor serta indoor sekaligus.

Dengan tulang empat kerat kami tekun mencangkul sehinggakan peniaga di Keranji Food Court yang terletak berhampiran nampak kehairanan melihat kami. Agaknya cara cangkulan kami teramat hebat dan profesional ;-)
Kami berhati-hati agar tidak tercangkul kabel elektrik atau paip air yang sedia tertanam. Jika tercangkul, memang akan menjadi masalah besar...

Beberapa laluan terpaksa di reroute kerana laluan yang dirancang berbatu-batu. Kami bergilir-gilir memberi cangkulan yang terbaik sama seperti acara lari berganti-ganti :D

To cut a long story short, setelah kerja mencangkul, menukul, drilling, hacking dan menyimen akhirnya kerja pemasangan kabel berjaya disiapkan dalam masa 3 hari.

MISSION
ACCOMPLISHED!
YAHOOO.....

MISI 3

Memasang kabel rangkaian di tengah kebun semaian

Sidekick: Abu Panglima Moyan, Is the Great & Amir Practical Boy

Unit Landskap telah memohon untuk disediakan khidmat rangkaian. Kami mendapati lokasi pemasangan adalah mencabar kerana ianya tersorok di tengah-tengah kebun semaian pokok dan sumber rangkaian terdekat adalah dari Pejabat PALAPES iaitu lebih kurang 100 meter dari pejabat Unit Landskap. Sistem wireless pernah dipasang namun rimbunan pokok-pokok menghalang isyarat wireless daripada menembusi.

Kami akhirnya memutuskan untuk membuat pengkabelan daripada Pejabat PALAPES terus ke lokasi pemasangan. Kami memasukkan 2 kabel UTP (1 talian utama, 1 lagi sebagai talian backup) ke dalam konduit PVC dan memasangnya di sepanjang tepi longkang bangunan menggunakan klip. Disebabkan laluan kabel dari longkang berkenaan ke Unit Landskap adalah kawasan berumput dan kabel yang ada cuma berjenis kabel indoor dan tidak tahan lasak untuk persekitaran outdoor, kami melindunginya dengan memasukkannya ke dalam konduit yang lebih tahan lasak iaitu paip getah. Biasalah, dalam Unit Rangkaian memang begini, perlu kreatif....

Kami mencangkul serta menanam kabel yang telah dimasukkan ke dalam konduit paip getah. Tugas kali ini lebih sukar kerana jaraknya lebih jauh jika dibandingkan dengan misi sebelum ini, dan tanahnya pula penuh dengan akar-akar pokok.

Akhirnya, dengan seluruh tenaga dan kudrat, kami berjaya selesaikan cangkulan kami dan kami membuat crimping pada kabel tersebut di Pejabat Unit Landskap.

Kami berasa amat berpuas hati kerana dapat memberi perkhidmatan yang terbaik kepada pihak Unit Landskap.

WE HAVE MADE
THEM HAPPY!!

"Tidak perlu malu untuk bertanya, sentiasa berbincang sebelum melakukan sesuatu kerja dan harus terima teguran."

"Kecemerlangan adalah hasil daripada sikap ingin sentiasa melakukan yang terbaik"

WHICH SUPER-HEROES ARE YOU?

Ever wondered if you have the personality of a super-hero? Check out our list and see if you can identify the super-hero in you or of those that share the work-place with you.



BATMAN

Creative, logical, and independent, Batman is a problem solver. Confident in his own ideas and vision, he will take risks, try new things, and overcome obstacles. Batman is all about justice and fairness. Yet, he has weaknesses when it comes to socializing, showing emotion and talking about feelings. Batman would rather lose himself in his bat-cave than to spend time at a cock-tail party.



IRONMAN

Quick, ingenious, energetic, sociable and outspoken, who loves creativity more than money. He works well under pressure and have a talent to making things work even if it seems impossible. Tony Stark/Ironman is a resourceful problem solver who seldom does the same thing the same way yet he is not good at following through on details which is why Tony needs Pepper Potts. He can also be rash and impulsive, and a danger to himself.



THOR



SUPERMAN

Literal, warm and genuine. Serious about seeing what needs to be done and then doing it. Values tradition and the security it offers. Has difficulty recognising the shortcomings of loved ones and is vocal in expressing whether something is right or wrong. Often times labelled as being "old-fashioned" yet he is not bothered by that and takes it as a compliment for being different and unique.



Responsible, hard-working, and cooperative, Superman loves to help people. When he makes a promise, he keeps it. Yet for all his strengths, it is a little thing that can stop him. Kryptonite. Superman may not be the most intuitive or strategic of people (he leaves strategic thinking to Batman) and often takes on too much and neglect their own needs.

HULK

Is Bruce Banner angry all the time? Or is he just very good at keeping calm and remaining patient? Bruce Banner/Hulk has the ability to work well alone, and to focus on one idea in depth. He is highly adaptable and accepting until one of his values is threatened — most times it is his patience. He is good at hiding his sensitivities. Underneath that calm and cool facade is a great intensity of feeling that is seldom expressed.

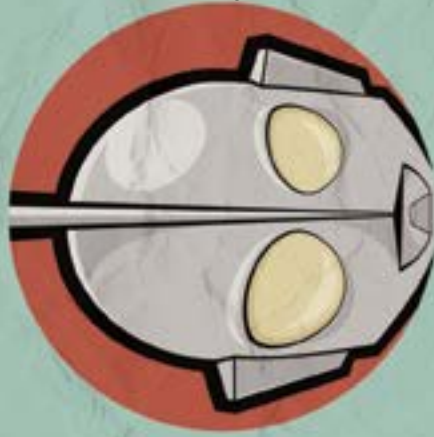


INVISIBLE MAN

This person would rather melt into the background than to take on responsibilities. Half the time, we would be wondering, "Where is this person?" And in any crisis, this person would comment a lot but do so little to assist, unless ordered to. He is independent and prefers being left alone to do whatever he feels he need to do. Hard to work with because one is never sure where he is.

ULTRAMAN

Helpful, loyal, dedicated; this individual is full of will-power and is willing to take on impossible tasks. He works well in a group or alone, and is very good at taking orders. Yet for all his will-power, he is easily worn out, often times after taking a beating. But even when injured or broken, would still fight on because his heart will not let him stop. Very good at doing repetitive tasks especially when it involves fighting monsters on daily basis.



WOLVERINE

Calm and cool in a crisis, he is good with his hands and with tools, so when he is not at work he is tinkering on a car or a motorcycle. He doesn't like to talk much, and when he does talk, it can be blunt and insensitive. Independent and restless, he is easily bored. Wolverine is more a doer and would rather leave the thinking to others. Yet behind his adamantium claws, his mutant power is hidden — the ability to self-heal, makes him indestructible.

Anti-social. Introvert. Geek or nerdy. Labels given to a select few who spend their working hours conversing with bits and bytes. But as people, those in the IT industry have other interests far remove from their digital closets.

Come Out & PLAY

"Baking, sleeping, browsing internet, Groupon hunting, blogging, photography, reading motivational books"

"I plan to write an e-book."



Mahani Huja Husin

Senior Developer for the Human Capital Management System

"Sports, futsal, interior designing, landscaping & travels."

"Travelling. My new hobby for 2014 - Learning the latest technologies such as embedded hardware, 6th sense hardware, remote sensing or security related technologies."



Adam Francis

Resident IT Officer for the Faculty of Computer Science and Information Technology (FCSIT)

"I love to travel where I could see beautiful nature, observe different cultures, enjoy different climates and learn how other people in other places live their life. I am actually surprise with how much we can learn by only travelling and observing other people."

"Yes, I would say I enjoy hiking now, thanks to our friends in CICTS who always organise fun hiking trip to local mountains."



Khairilzamrie Rosle

Lead Developer and Head of Open Source Unit

In the confines of Universiti Malaysia Sarawak (UNIMAS); we have a small community of less than 20 developers. People who develop and maintain close to 70 ICT services hosted primarily by the Centre for ICT Services (CICTS), UNIMAS.

We took time to ask these heroes in the IT fraternity, two questions

(1) Aside from programming or development work or IT work, what do you do for fun? And

(2) in the past year (2013) have you picked up any new hobbies? Or do you plan to learn some new ones this year (2014)?

It's worthy to note that once our IT friends leave the cubicle, and the computers are turned off; they move on to do things that have nothing to do with their work. Sure they dabble with the occasional Flappy Bird inspired game, but for most of the time they dive into pet projects or make travelling plans.

The world is our oyster and what we do does not define who we become. Instead, we can always choose to experience all we can, each and every new day.

"I do stargazing. I own a 100mm reflector telescope (Orion) for my sweet stargazing session. My favourite spot is around Lubak Cermin (a hillside facing the South East China Sea) or just anywhere far from the noisy city lightings."

"I'm somehow interested with water activity recently. Also, classic car. '72 roadrunner somehow make me drool. Not really well-verse on mechanical thingy, but am willing to learn if I have the opportunity."



Mohd Razif Baital Latif
Developer for the Integrated Research Information System

"I love to hang-out with my family & friends. I love to chit-chat, share stories & also new things. At home, I like to cook for my family. Besides that, I like to have a short trip with my family to any interesting places during my holidays."

"I like to work-out. It makes me feel more confident with myself. For this year, I plan to do more and make fitness as a hobby."



Nurul Izzah Nasir
Project Leader of Generic Office System

"Hang out, go to the movies & swimming with my kids and gardening. I love gardening. It gives me a profound feeling of inner peace."

"New hobbies? May be not, but new development tools, may be yes. I want to learn more about mobile apps."



Rosita Jubang
Senior Developer for the Student Applications Management System

We took time to talk to Sarena Haidir, a former journalist with Utusan Sarawak and Borneo Post, who joined UNIMAS in 2009 as a journalist for the Publication's Department. And in January 2014, she found herself called to join a new outfit under the Corporate Planning and Communications Division – the Social Media Unit.

From Newspaper to Wall Posting

By Sarena Haidir & Maclean Patrick Sibat

Your background is basically journalism. What were your first thoughts when they said you were joining the Social Media Unit?

Social Media? The first words I heard when stepping foot into the Corporate Planning and Communications Department (CPCD).

Previously, my task in UNIMAS Publication Department was just a simple task. I attended functions, wrote articles and published it in PERSADA, the UNIMAS in-house magazine.

But in CPCD, my task is different. I was told by the Director, Dr Fitri Suraya, I would assist in the promotion unit, especially related to social media. I became blur, feel like I was missing something. Social media? Why? How? Too many questions in my head.

Did Dr Fitri explain more on your role?

Dr Fitri is a good boss. As a senior lecturer in UNIMAS, she briefed me well about my new tasks. She emphasized the importance of social media to CPCD as a tool to penetrate the masses. However, it does not mean the old style media such as news release to reporters or advertisements in the local newspapers would be marginalised but CPCD needs to move forward as other universities.

I remembered our Prime Minister, Dato Seri Najib Tun Razak at one time, had advised government agencies to adopt the social media as a way to become close to the rakyat. In fact, Prime Minister has his own social network such as www.1Malaysia.com.my. So I took this to heart.

Are you, yourself an active user of Social Media?

I admit I am an active social media user such as Facebook, Twitter, Instagram and many more.

Has this form of new media helped out UNIMAS?

The improvements to the UNIMAS website and the creation of a Facebook page has made UNIMAS known not only in Malaysia but also to a worldwide audience. Never before has it been easier to meet new people and build up new relations with them.

It has also created opportunities to bring people with common interests together and most importantly for those people who have difficulty communicating in person, they are more comfortable interacting via the Internet. By doing all of this, hopefully it will increase UNIMAS's visibility as a leading university in this country and the world.

Do you think corporate communication have to change due to social media?

In this division, there are five units which is Corporate Publications and Brand Management, Service Promotion, Media Relations and Publicity, Administration, Corporate Communications and Public Relations.

With the current scenario where IT is prevalent and how information is moving fast, the existence of social media has been able to replace television, radio, the newspaper which is previously known as a medium to deliver news and information.

If we want to help to promote UNIMAS, this division has to change. We have to be more active and advance. I've seen that corporate communication has changed.

I have had to change but I am lucky, that I have new friends here like Diana, Aileen, Dayanie, Azlandy, Suraya, Lau Yat Ling, Yulhardy, Bujang Mohammad and many others, who are really helpful and understanding.

BRX

LIKE us and FOLLOW Social Media

by the Social Media Unit

The emergence of various tools and platforms carrying the social media tag has made individuals, organisations or institutions spoilt for choice when it comes to building brand presence and ensuring consistent visibility. From just Facebook, Twitter to YouTube, the list is expanding as we speak with Tumblr, Pinterest, LinkedIn, Google+ and Instagram coming into the fray.

UNIMAS, having acknowledged the potential of what these tools could do in increasing the visibility of the university on a global stage. Early in 2014, the Social Media Unit was set up under the Corporate Planning and Communications Division to oversee the activities regarding UNIMAS's social media interactions. This move perfectly in line with the rebranding exercise tasked to the Corporate Planning and Communications Division, the university needed to reach the masses and social media was a sure-fire way to reach them.

"We've assembled the young ones or the young at heart within the division to contribute collectively in this unit, thus paving the way for the user, which consist mostly of a younger generation, to connect with the university," commented Dr. Fitri Suraya Mohamad, the Director of the Corporate Planning and Communications Division, underlining one of the strategies identified when asked about the use of social media. "We're going to conduct several activities using this platform, engaging the UNIMAS staff and students, as well as the public to participate and interact, at the same time promoting UNIMAS's vibrant campus life, attracting potential students," she added.

W UNIMAS on



Some of the activities include setting up a photo booth at exhibitions where visitors can have their pictures taken and then uploaded to the university's Facebook or Instagram page. Online competitions are also being lined up. "Using social media as a visibility tool, we can also show UNIMAS's research and innovation capabilities as well as its conducive and vibrant environment." The number of likes and follows have increased since last year and Dr Fitri is confident, that with the setting up of this Social Media Unit, the number will increase further. "In fact, the team can also promote ethical social media practices among its followers and monitor any news concerning UNIMAS circulating through social media. The team can also have an idea of the public perception on the university."

The strategies in place are being implemented and the team is actively exploring creative ways to attract new followers and keeping the existing ones interested. With the ever changing trends and new tools being put into the virtual world, the Social Media Unit role is vital in ensuring the university brand gets strong recognition and visibility through its connection with their followers.

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A WAKE UP

By Strategic Planning and Quality Management Center (SQC), UNIMAS



Five years ago, the Ministry of Higher Education (MoHE) launched a project called MyMohes. This project was about transmitting data to the Ministry in five different modules: the Institutional Module (examples of data are the Board members, Senate members, CoE, etc), the Staff Module (examples of data are name of staff, grade, tenure, etc), the R&DC Module (examples of data are research grants, publications, books, etc) and finally the Student Module (examples of data are student intake, enrollment, CGPA, etc).

SQC was given the task to facilitate the needs of this MyMohes project. On hindsight, the project was simple because it only needs UNIMAS to submit the content of their databases to the project secretariat. Unfortunately, it turned out to be a big challenge for SQC. The reason is simple – **the quality of data and content was not very good.**

Amongst the problems encountered with the databases were incomplete information (for example staff service records were

not kept in the database), inaccurate data entry (for example graduating year of student was recorded as year 2017), inexistence of data (for example the amount of research grant spent according to vot number was not available) and finally data were not updated (for example staff promoted to DS54 was still listed as DS45). Naturally, the team members spent many hours checking through data after data before they were submitted to the Ministry. This article is an attempt to enlighten the basic understanding between the roles of three important parties involved in data management, viz stakeholders, system owners and system developers.

Let us start with the stakeholders and their numerous projects. We have the Ministry of Education (MoE) initiating several projects that similarly demand data submission other than the annual MyMohes project mentioned earlier. The other projects are the Malaysian Research Assessment (MyRA), Critical Agenda Projects (CAPs) and University Community Transformation Center (UCTC). Data submission for MyMohes and MyRA projects are conducted early in the year while CAPs and UCTC require monthly reporting. In addition, we have the Malaysian Qualification Agency running the SETARA projects every two years. Also, we have the Implementation Coordination Unit (ICU) of the Prime Minister Office running the ABsys system online requiring real time reporting

of KPIs, strategic actions and other related information. Finally, the QS Asian University Ranking produces the ranking results based on data submitted by institutions. In UNIMAS, SQC has been representing these stakeholders in ensuring that their requirements are fulfilled. In most cases it is inevitable for UNIMAS not to comply and submit their records. These stakeholders turn towards the notion of “ranking & rating” whilst announcing star rating or tier of institutions. Thus, UNIMAS prestige is at stake. In all the aforementioned projects, the indicators used varied from one another and only a very small number would overlap with one another. The hundreds of indicators are unique in their own ways according to the objectives of the respective projects. For example, MyRA requires staff data with more than 20 years research experience, SETARA requests for staff with prior teaching experience, CAPS seeks to count staff appointed in committees at national level and UCTC needs staff with experienced in community projects. SQC must ensure that UNIMAS is able to deal with the uniqueness of all the projects.

Next, one need to recognise who the system owners are. UNIMAS has many systems like iRIS, e-Prestasi, e-Marking, InMinds, e-Adu, UNIMAS CSO, e-daftar and many more. These systems are being created with the noble objective of undertaking various tasks online like filling in the annual staff performance assessment, repository of research outputs, etc. The various systems

belong to any of the Faculty/Institute/Center/Division (F/I/C/D) in UNIMAS. All system owners must be aware and fully understand the nature of data demanded by UNIMAS stakeholders. As long as they remain ignorant about these needs, the very existence of their system does not support the projects. The key words here are AWARE and UNDERSTAND. Irrespective of the objectives of these systems, be it iRIS, e-Prestasi, e-Marking, etc, must capture the fields stipulated by the indicators. Take one example; there is a need to record staff working experience before joining UNIMAS. The human resource database known as HCM must ensure that there are data entry fields to insert the date and institution of staff when they are first appointed to the academic post. It hastens to be mentioned that such need to identify what fields must exist in the database arises from system owners, not from system developers. Next, the system owners need to focus on staffs that are RESPONSIBLE TO ENTER THE DATA. There should be one or two person in the F/I/C/D that is appointed to perform data entry into the respective databases. SQC needs to highlight one wrong practice in many F/I/C/D with respect to this data entry role. Any FT group staff (ICT based staff) assigned to the respective F/I/C/D is not meant to perform this data entry task. These people are technical by training and their main task is to maintain or upgrade the system. There is one final issue that needs to be highlighted with respect to data management in UNIMAS and it is aptly called "**WHO COLLECT WHAT**". There is a serious need for the F/I/C/D to acknowledge their role as custodian of data under their responsibility and start collecting them. At this juncture, it is important for SQC to emphasise

the issue of **VERIFICATION**. All data collected and entered into the database or presented to the stakeholders must be verified. For example, the Research and Innovation Management Center is responsible to verify the grant code and amount obtained by staff. Similarly, the Consultation and Technology Transfer Centre is responsible to verify any consultancy works done by staff. They should be responsible to verify and enter that data into the existing system. Any unverified data will impose difficulties for UNIMAS during the time of audit by third party. The system owners in UNIMAS must fully understand the needs of the stakeholders, enter the records in the databases and verify all the data as true and accurate.

Lastly but not least is, the third group called system developer. This group comprised of ICT-skilled staff under the F group. They are responsible to develop and maintain the various systems mentioned earlier. The rule of thumb is that they will develop the system according to the user requirements, nothing more and less. For the sake of smooth completion of any project, the system developer must first achieve a USER REQUIREMENT SIGN-OFF. System developers must record in clear terms what the user requirements are and present them to the system owner for signing off. This include the time that will be taken to finish developing the system. In the past, many projects failed or delayed simply due to overlooking this important step. The general

consensus is that any ICT development project should not exceed a minimum period of six (6) months. It is the pride of UNIMAS that the strategy towards becoming a paperless organisation is getting traction but there is one ironical aspect that need to be highlighted. The more systems are developed, the more passwords and IDs need to be memorised. It is timely that system developers in UNIMAS explore the avenue of having a SINGLE SIGN ON for all these systems. It is tremendously difficult for an academician to memorise so many user names (some adopt email address while others use staff ID). To make things worse, the respective passwords for the systems may require the use of alphabets; others require numbers while another system may asks for capital letters also. Let us not forget that this is over and above the user name and id for external systems like mygrants, escience, eHasil, online banking and many more. System developers play an important role in UNIMAS transformation agenda and their competencies are highly sought after.

This seems to be a convenient spot to end this article. It is with sincere hope that system owners and developers will understand the importance of fulfilling the needs of UNIMAS stakeholders. Triangulating these three groups effectively will be a key success factor in managing knowledge in UNIMAS.



Di dalam sebuah kampung, terdapat seorang tukang gunting rambut yang hanya menggunting rambut untuk orang yang tidak menggunting rambut mereka sendiri. Persoalannya, adakah tukang gunting rambut tersebut menggunting rambutnya sendiri?

Apakah kaitan di antara Si Tukang Gunting Rambut dan Pengaturcara Sistem (Programmer)?

Sebagaimana kita terkeliru mengenai siapa yang menggunting rambut Si Tukang Gunting Rambut, begitu jugalah tingginya tahap kekeliruan pengguna terhadap *Programmer*.

Sebelum kita rungaikan masalah Si Tukang Gunting Rambut, jom kita kenali *Programmer* dengan lebih dekat melalui 10 perkara yang hanya *Programmer* tahu.

Programming adalah aktiviti berfikir dan bukannya menaip. *Programming* dilakukan walaupun bukan di hadapan komputer.

Tiada keajaiban yang dihasilkan oleh komputer, ia hanyalah logik.

Programmer mengira bermula dari kosong dan bukannya satu.

Programmer bukan tukang baiki PC.

80% daripada kerja *Programming* adalah produktif pada 20% masa terakhir sebelum tempoh tamat projek.

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25% daripada masa membangunkan aplikasi digunakan untuk mengenalpasti kebarangkalian untuk pengguna membuat kesilapan.

Komputer sebenarnya tidak tahu menjana nombor rawak. Ianya dilakukan oleh program.

Programmer boleh mengira sehingga seribu menggunakan jari.

Hanya *Programmer* yang memahami maksud sebenar perkataan "concatenate".

Semua adegan pencerobohan sistem yang ditunjukkan di dalam filem adalah mengarut.

Jika anda *Programmer* dan tidak memenuhi 10 perkara tersebut, sila semak balik sama ada anda betul-betul *Programmer* atau bukan.

Hurm, mesti bila dah sibuk buat perbandingan dengan 10 perkara di atas, persoalan siapa yang menggunting rambut Si Tukang Gunting Rambut dah dilupakan. Jom ingat balik!

Dah sedia? Mari kita rungkai sama-sama;

a) Sekiranya Si Tukang Gunting Rambut menggunting rambutnya sendiri, maka ini tidak mungkin berlaku (kerana Tukang Gunting Rambut hanya menggunting rambut bagi orang yang tidak menggunting rambut

mereka sendiri)

b) Sekiranya Si Tukang Gunting Rambut tidak menggunting rambutnya sendiri, maka dia sebenarnya boleh menggunting rambutnya sendiri (kerana Tukang Gunting Rambut menggunting rambut bagi orang yang tidak menggunting rambut mereka sendiri)

"Run-time Error!" Tidak kira sama ada Tukang Gunting Rambut menggunting rambutnya sendiri atau tidak, perkara yang dilakukan oleh Tukang Gunting Rambut akan tetap menimbulkan percanggahan.

Jawapannya: Tukang Gunting Rambut yang sedemikian **TIDAK WUJUD**.

MH370



In times of sadness
**WE BAND TOGETHER,
WE STAY STRONG**

AN/WENLAN, BAO/
YUANHUA, BAI/XIAOMO, BIAN/
MAOQIN, BIAN/LIANGJING, BIBYNAZLI/
MOHDHASSIM, BIBYNAZLI/MOHDHASSIM, BURROWS/
RODNEYMR, BURROWS/MARYMRS, CAO/RUI, CHAN/HUANPEENMR,
CHE/JUNZHANG, CHEN/JIAN, CHEN/CHANGJUNMR, CHEN/WEI, CHEN/
YUNMS, CHEW/KARMOOIMS, CHUANG/HSIULINGMS, CHNG/MEI, CHUSTRAK/OLEG, DAI/
SHULING, DAISY/ANNE, DEINEKA/SERGII, DI/JIABIN, DINA/MOHAMEDYUNUSRAMLI, DING/YING, DING/
LIJUN, DING/YINGMS, DONG/GUOWEI, DOU/YUNSHANMR, DU/WEN, FENG/DONG, FENG/JIXIN, FU/BAOFENG,
GAN/TAO, GAN/FUXIANG, GAO/GE, GU/NAIJUN, GUAN/HUAIJINMS, GUAN/WENJIEMR, HAN/JING, HASHIM/NOORIDA, HOU/
AIQINMS, HOU/BO, HU/SIWANCHD, HU/XIAONINGMR, HUANG/YIMS, HUANG/TIANHUI, HUE/PUIHENGMR, JIA/PING, JIANG/CUIYUN,
JIANG/XUEREN, JIANG/YINGMS, JIAO/WEIWEI, JIAO/WENXUE, JINGHANG/JEE, JU/KUN, KANG/XU, KOH/TIONGMENG, KOLEKAR/CHETANA, KOLEKAR/
SWANAND, KOLEKAR/VINOD, KOZEL/CHRISTIAN, LAWTON/CATHERINEMRS, LAWTON/ROBERTMR, LEE/KAHKINMR, LEE/SEWCHUMDM, LI/YANLIN, LI/ZHI,
LI/GUOHUI, LI/HONGJING, LI/JIE, LI/MINGZHONG, LI/WENBO, LI/YAN, LI/YUAN, LI/YUCHEN, LI/ZHIJIN, LI/ZHIXIN, LI/LE, LIANG/LUYANGMR, LIANG/
XUYANG, LIM/POWCHUAMS, LIN/ANNANMR, LIN/MINGFENG, LIU/FENGYING, LIU/JINPENGMR, LIU/QIANG, LIU/RUSHENG, LIU/SHUNCHAO, LIU/
ZHONGFU, LOU/BAOTANG, LU/JIANHUA, LU/XIANCHU, LU/CHING, LUO/WEI, MA/WENZHI, MA/JUNMR, MAIMAITIJIANG/A, MAO/TUGUI, MARALDI/
LUIGI, MARIA/MOHAMEDYUNUSRAMLI, MATRAHIM/NORFADZILLAHMISS, MENG/NICOLECHD, MENG/BING, MENG/FANQUAN, MENG/GAOSHENG,
MOHDKHAIRULAMRI/SELAMATMR, MOHAMADSOFUAN/IBRAHIMMR, MUHAMMADRAZAHAN/ZAMANIMR, MUSTAFA/SUHAILMISS, MUKHERJEE/MUKTESH,
NG/MAYLIMS, NORIAKMAR/HAMIDMDM, OUYANG/XIN, PUSPANATHAN/SUBRAMANIAN, RAMLAN/SAFUANMR, SHARMA/CHANDRIKAMS, SHI/XIANWEN,
SHIRSATH/KRANTI, SIM/KENGWEI, SIREGAR/FIRMAN, SONG/FEIFEIMR, SONG/CHUNLINGMS, SONG/KUN, SU/QIANGGUO, SUADAYA/FERRYINDRAMR,
SUADAYA/HERRYINDRAMR, SUGIANTO/LOMR, SURTIDAHUA/MRS, TAN/TEIKHINMR, TAN/AHMENGMR, TAN/WEICHEWMR, TAN/CHONGLING, TAN/
SIOH, TANG/XUDONG, TANG/XUEZHUMS, TANURISAM/INDRASURIAMR, TEE/LINKEONGMR, TEOH/KIMLUNMR, TIAN/JUNWEI, TIAN/QINGJUN, TONG/
SOONLEEMR, VINNY/CHYNTHYATIOMRS, WAN/HOCKKHONMR, WANG/SHOUXIAN, WANG/SHU, WANG/XIANJUN, WANG/CHUNHUAMR, WANG/
CHUNYONG, WANG/DAN, WANG/HAITAO, WANG/HOUBIN, WANG/LINSHI, WANG/WILLYSURIJANTOMR, WANG/YONGGANGMR, WANG/YONGHUI,
WANG/YONGQIANG, WANG/LIJUN, WANG/XIMIN, WANG/RUI, WANG/MOHENG, WATTRELOS/AMBRE, WATTRELOS/HADRIEN, WATTRELOS/LAURENCE,
WEEKS/PAULMR, WEN/YONGSHENG, WEN/HAO, WENG/MEI, WONG/SAISANGMR, WOOD/PHILIP, XIE/LIPING, XIN/XIXIMS, XING/FENGTAO, XING/
QIAO, XIONG/DEMING, XU/CHUANE, YA/NA, YAN/LINGMR, YAN/PENG, YAN/XIAO, YANG/LI, YANG/AILINGMS, YANG/JIABAO, YANG/MEIHUA, YANG/
QINGYUANMR, YANG/XIAOMINGMS, YAO/JIANFENG, YAO/LIFEI, YAP/CHEEMENGMR, YIN/BOYAN, YIN/YUEWANG, YUAN/JIN, YUE/GUIJUMS, YUE/
WENCHAO, YUSOP/MUZIMR, ZANG/LINGDI, ZHANG/CHI, ZHANG/LIQIN, ZHANG/QIMS, ZHANG/YAN, ZHANG/HUAMR, ZHANG/LIJUANMS, ZHANG/
NAMS, ZHANG/SIMING, ZHANG/XIAOLEIMS, ZHANG/HUALIAN, ZHANG/JIANWU, ZHANG/JINQUAN, ZHANG/MENG, ZHANG/XUEWENMR, ZHANG/
YAN, ZHANG/YAN, ZHANG/YANHUI, ZHANG/ZHONGHAI, ZHANG/SHAOHUA, ZHAO/GANGMR, ZHAO/QIWEIMR, ZHAO/YINGXINCHD, ZHAO/PENG,
ZHAO/YAN, ZHAO/ZHAOFANG, ZHENG/RUIXIAN, ZHOU/FENG, ZHOU/JINLING, ZHOU/SHUIE, ZHU/JUNYAN, ZAHARIE BIN AHMAD SHAH, FARIQ BIN AB
HAMID, PATRICK FRANCIS GOMES, ANDREW NARI, GOH SOCK LAY, TAN SER KUIN, WAN SWAID BIN WAN ISMAIL, JUNAIDI BIN MOHD KASSIM, MOHD
HAZRIN BIN MOHAMED HASNAN, NG YAR CHIEN, FOONG WAI YUENG, TAN SIZE HIANG



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